

## Frequently Asked Questions

### **Is this a new requirement?**

The daily transaction reporting procedure is not a new requirement. The ordinance passed on May 9, 2012 merely updates the requirement from providing a written, hard-copy record to providing the information electronically via the Leads Online system at <http://www.leadsonline.com>.

### **Whom should I contact with questions regarding Leads Online?**

For questions regarding compliance with the ordinance contact:

Detective William Hilbring

Chicago Police Department

[William.Hilbring@chicagopolice.org](mailto:William.Hilbring@chicagopolice.org)

(312) 745-5192

For technical assistance regarding Leads Online contact:

Leads Online

[Support@leadsonline.com](mailto:Support@leadsonline.com)

(800)311-2656

### **On what date will Leads Online be implemented?**

Leads Online is currently up and running and pawnshops and secondhand dealers should begin on-line reporting immediately. For any issues with compliance, affected licensees can contact Detective Hilbring.

### **What businesses will be expected to report online using Leads Online?**

The ordinance is license-driven. If you possess a pawn shop or secondhand dealer license you are required to report electronically using Leads Online.

### **Will computer equipment be provided to business owners for reporting compliance?**

Computer equipment is not provided. The ordinance allows for business owners without internet access to seek permission from the Superintendent to use an alternative reporting system. If you wish to seek this alternative reporting system please mail your request to:

Superintendent of Police

3510 S. Michigan Ave.

Chicago, Illinois 60653

Leads Online waiver request

### **Will there be demonstrations on how Leads Online works?**

For technical support and demonstration questions for the Leads Online system please contact the Leads Online help desk at (800) 311-2656 or by email at [support@leadsonline.com](mailto:support@leadsonline.com).

### **In the instance of computer or technical problems, what other ways are available for daily reporting?**

Temporary computer problems can be addressed by notifying Detective Hilbring each day of the computer problem, supplying a hard copy of the required information to the office of the Bureau of Detectives on a daily basis, and making arrangements to have that information recorded on Leads Online no later than 2 business days after such problem. Computer problems lasting longer than 5 business days will be addressed through Detective Hilbring and supervisors in the Bureau of Detectives on a case by case basis.

**What happens if I don't comply with the Leads Online requirement?**

As per the ordinance, you may be cited based on Municipal Code Chapter 4-240-070(a), which has a fine range of \$1,000 to \$2,000 for each unrecorded transaction.